



United States Department of the Interior

BUREAU OF LAND MANAGEMENT

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Instruction Memorandum **No. CA-2002-028**

Expires: 09/30/2003

To: Deputy State Directors and Field Managers

From: Deputy State Director, Support Services

Subject: Automated Exit Interview

The Bureau's Lotus Notes based Automated Exit Interview questionnaire is now officially up and running. This new process will replace the paper questionnaire we have been using and is to be implemented immediately. The automated exit interview questionnaire must be forwarded by email to eligible employees upon notification of an impending departure. The immediate focus is to collect employee data and build a database for analysis in support of improving the workplace environment and employee retention. The Personnel Officer and EEO Manager have the responsibility to query the database for local and national trends and indicators.

Although departing employees are not obligated to complete the exit interview questionnaire, they should be strongly encouraged to do so. They should also be reassured that their anonymity will be preserved, and that aside from appropriate Personnel and EEO staff, only trends and indicators will be reported to management. The departing employee completes the questionnaire and submits it to the database, where the data immediately factors into the analysis for local and national trends and indicators. An opportunity for a verbal interview is factored into the automated process. After the

employee completes the questionnaire there will be an option to select a person from the BLM address book to talk to. Individuals in BLM California wishing to use this option should select Deena Wilson, Dispute Resolution Specialist, in EEO.

Federal employees eligible to receive the questionnaire are those who are:

- resigning or retiring;
- accepting employment with another agency or with the private sector; or
- temporary/term employees voluntarily leaving the organization for personal reasons prior to the expected end of their appointment.

Federal employees not eligible to receive the questionnaire are those who are:

- changing jobs within the Bureau;
- being terminated for cause;
- being suspended;
- on furlough; or
- on extended leave or leave without pay with intent to return to duty.
- temporary/term employees who are at the end of their appointment.

To ensure departing employees are offered the earliest opportunity to participate in the Automated Exit Interview process while still on the job, you, your subordinate supervisors, or your designated representative, must notify the Human Resource Services Branch (CA-945) of any employee who firmly decides to leave the organization, **as soon as the eligible employee gives notice**. Notification of an employee leaving can be sent by email, written notice, or telephone, to Marc Madrigal (CDD/CenCal), (916) 978-4484, or to Beverly Ledbetter (CASO/NorCal), at (916) 978-4462. The submission of an SF-52 should not be considered for notification purposes, since in many cases, the SF-52 is received in the Human Resources office after an employee is already gone.

Each field office shall be responsible for providing a location for employees who do not have access to a computer to complete the questionnaire.

Questions regarding this memorandum may be directed to Angie Dailly at (916) 978-4476.

Signed by:
Annisteen Tate-Commack
Acting, DSD Support Services

Authenticated by:
Richard A. Erickson
Records Management